

North Carolina COVID-19 Vaccine Management System (CVMS)

CVMS Provider Portal

Viewing Proof of Vaccination User Guide

Version 9

May 16, 2021



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**





If you have any questions, issues or requests, please go to the
CVMS Help Desk Portal* at https://ncgov.servicenowservices.com/csm_vaccine

You can also call the COVID-19 Vaccine Provider Help Center at (877) 873-6247 and select option 1. The COVID-19 Vaccine Provider Help Center is available during the following hours:

Monday – Friday: 7:00 AM – 7:00 PM ET

Saturday – Sunday: 10:00 AM – 6:00 PM ET

* On the home page of the CVMS Help Desk Portal, select the "**Vaccine Provider**" option to submit your question, issue, or request.

Providers that are first time users of the CVMS Help Desk Portal will have to follow the steps below:

1. Register for an account on the portal by clicking 'Register' in the top right-hand corner
2. Populate your first name, last name, business e-mail, and your registration code
NOTE: The registration code is your Provider PIN (i.e., NCA650001), which can be found on the packing lists received with your Vaccines For Children shipments, or in the top right-hand corner of a wasted / expired report generated from the North Carolina Immunization Registry (please add "NCA" to the front of the six-digit PIN#)
For providers who are not enrolled or may not have a Provider PIN, you may use the following generic Provider PIN to register : VAC2021
3. You will receive an e-mail with your username and temporary password to log into the portal

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Overview

Overview

**North Carolina COVID-19
Vaccination Information**

PDF Example
Date of Birth: 01/01/1955

Vaccination Information PDF Generated: 05/11/2021

COVID-19 Immunization History				
Date Admin	Dose Number / Series	Vaccine Product / Manufacturer	Lot Number	Administered by
05/10/2021	1 of 2	Moderna US, Inc.	54321	Clinic location Health Center
05/11/2021	2 of 2	Moderna US, Inc.	54321	Clinic location Health Center

Administering Provider Dose 1

Clinic location Health Center
22 Oak St. Unit 23
Charlotte, North Carolina 23456

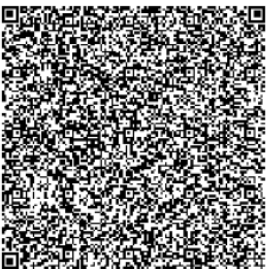
Phone Number: 4441115544

Administering Provider Dose 2

Clinic location Health Center
22 Oak St. Unit 23
Charlotte, North Carolina 23456

Phone Number: 4441115544

Scan the QR code provided below



COVID-19 vaccine information contained within this document was generated from the NC COVID-19 Vaccine Management System (CVMS). This document contains confidential health information and is intended for the vaccine recipient's use only.

The **North Carolina COVID-19 Vaccination Information document** serves as verification of the COVID-19 vaccine dose(s) the recipient has received.

This guide is intended for all users of the CVMS Provider Portal (both **Healthcare Location Manager** and **Healthcare Provider** profiles).

Note that recipients may also access themselves their Vaccine Information in the COVID-19 Vaccine Portal at <https://covid-vaccine-portal.ncdhhs.gov/>.

You will need to:

- Log in the CVMS Provider Portal using your NCID username and password at <https://covid-vaccine-provider-portal.ncdhhs.gov>
- Use the latest version of Chrome, Firefox, Safari, or Edge Chromium browsers (Internet Explorer or Edge (non-Chromium) browsers are *not* supported)

Now, let's get started!

Generate a Recipient's Proof of Vaccination

Step 1 of 2: Search for the Recipient

To get started,

- 1. Click the **RECIPIENT TAB** which is the second tab found in the top navigation bar
- 2. Type your **RECIPIENT'S NAME** in the **SEARCH BAR** and **PRESS ENTER**
- 3. Click your **RECIPIENT'S NAME** from the list to open the recipient's account

Audience

Healthcare
Provider

Healthcare
Location Manager

Home

Recipient

Appointments

Help & Information

Create New Recipient

Hint: For quicker and more relevant search results, enter full name (ex. John Smith) or email address and date of birth.

Search

Recipients within CVMS

15 records found

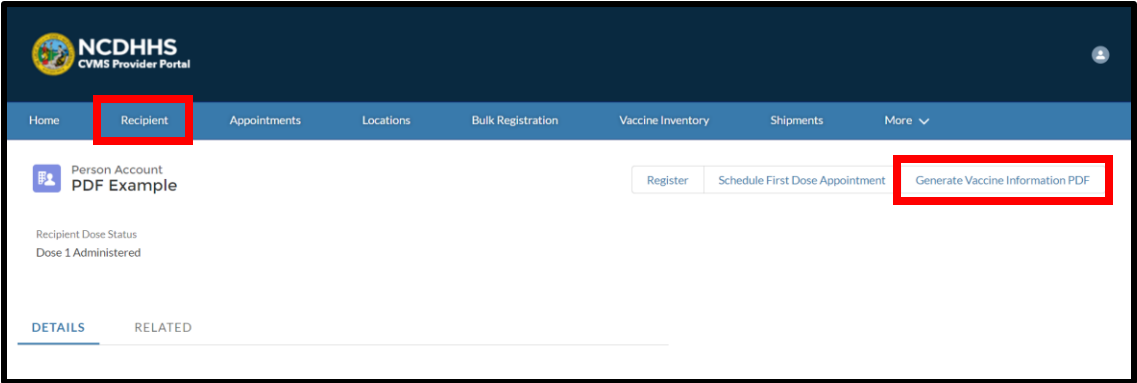
First Name	Middle Name	Last Name	Date of Birth	Gender	Vaccine Produc...	Recipient Dose ...	Date of Admini...	Email	Inactive Reason
Nicholas	Iner	TestUAT	Feb 24, 1989	Male	Moderna (10 MDV) ...	Dose 2 Canceled	Mar 12, 2021, 01:1...	niengebretson@gm...	
Nicholas	Iner	MustHaveComms	Feb 24, 1989	Male	Moderna (10 MDV) ...	Dose 2 Administered	Mar 15, 2021, 02:3...	n.i.engebretson@ac...	
Ray		Nicholas	Apr 18, 1977	Female		Registered		abelluat12+y99@g...	
Nicholas-05		ZZTest	Aug 9, 1988	Male	Pfizer-BioNTech (5 ...	Dose 2 Administered	Mar 7, 2021, 12:00...		
Nicholas-04		ZZTest	Aug 9, 1988	Male	Pfizer-BioNTech (5 ...	Dose 2 Administered	Mar 7, 2021, 12:00...		

Step 2 of 2: Generate Vaccine Information PDF

You may now generate a PDF of a recipient’s vaccination information that can be downloaded or printed.

- 1. Select the **GENERATE VACCINE INFORMATION PDF** button
- 2. Print or securely send the document to the recipient

NOTE: If a recipient has received no vaccinations and you try to click the **GENERATE VACCINE INFORMATION PDF** button, there will be an error.



North Carolina COVID-19
Vaccination Information

PDF Example
Date of Birth: 01/01/1955
Vaccination Information PDF Generated: 05/11/2021

COVID-19 Immunization History				
Date Admin	Dose Number / Series	Vaccine Product / Manufacturer	Lot Number	Administered by
05/10/2021	1 of 2	Moderna US, Inc.	54321	Clinic location Health Center
05/11/2021	2 of 2	Moderna US, Inc.	54321	Clinic location Health Center

Administering Provider Dose 1

Clinic location Health Center
22 Oak St. Unit 23
Charlotte, North Carolina 23456
Phone Number: 4441115544

Administering Provider Dose 2

Clinic location Health Center
22 Oak St. Unit 23
Charlotte, North Carolina 23456
Phone Number: 4441115544

Scan the QR code provided below

COVID-19 vaccine information contained within this document was generated from the NC COVID-19 Vaccine Management System (CVMS). This document contains confidential health information and is intended for the vaccine recipient's use only.

Audience

Healthcare
Provider

Healthcare
Location Manager

Tips

To print the Vaccination Information PDF in Spanish, the recipient will have to log into the COVID-19 Vaccine Portal, set the language to Spanish, and then generate the PDF for themselves.

Other Considerations: Open the CVMS Proof of Vaccination

Home

Recipient

Appointments

Help & Information

Person Account

Nicholas Iner TestUAT

Vaccine Group

Recipient Dose Status

Dose 2 Scheduled

DETAILS

RELATED

Appointments (2)

Appointment	Date and Time of Vaccination	Vaccine Status	Vaccine
03045757	3/12/2021, 1:12 PM	Dose 1 Administered	Moderna (10 MDV) COVID-1...
03045755		Registered	

View All

Proof of Vaccination (1)

Date	Dose	Brand/Manufacturer	Proof of Vaccination URL
3/12/2021	Dose 1	Moderna US, Inc.	Recipient Proof of Vaccination

View All

Alternatively, you may view the proof of vaccination within CVMS. After **CLICKING THE RECIPIENT’S NAME**, their **PERSON ACCOUNT PAGE DISPLAYS**. Information about the recipient appears here.

1. Make sure you are on the **RELATED TAB**
2. To view the proof of vaccination, **NAVIGATE TO THE PROOF OF VACCINATION** and **CLICK RECIPIENT PROOF OF VACCINATION**
3. The **PROOF OF VACCINATION** opens in a **NEW TAB**

Dose indicates if the recipient has received one or two doses of the COVID-19 vaccine.

Audience

Healthcare
Provider

Healthcare
Location Manager

Tips

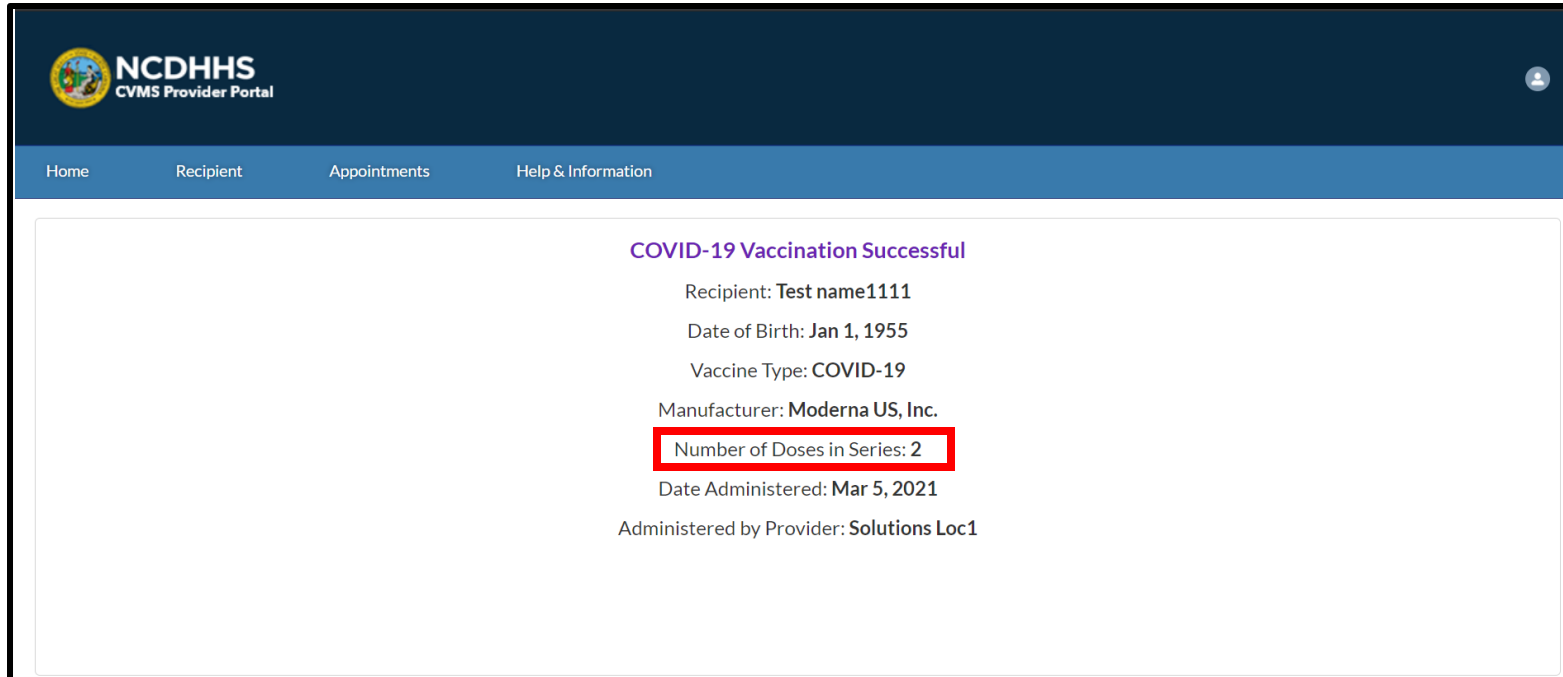
If the Proof of Vaccination is empty, the recipient has not received any doses of the COVID-19 vaccine.

Other Considerations: View the CVMS Proof of Vaccination

After clicking the hyperlink, the **PROOF OF VACCINATION** page opens in a new tab

1. If needed, you may print the Proof of Vaccination using your **BROWSER'S PRINT OPTION**
2. Proof of Vaccination indicates if a recipient requires additional doses and when

NOTE: If a Recipient received a **SINGLE-DOSE** vaccine product, they would see **NUMBER OF DOSES IN SERIES: 1**



The screenshot displays the NCDHHS CVMS Provider Portal interface. The header includes the NCDHHS logo and the text "CVMS Provider Portal". Below the header is a navigation bar with links: Home, Recipient, Appointments, and Help & Information. The main content area shows a "COVID-19 Vaccination Successful" record for a recipient named "Test name1111". The record details include: Date of Birth: Jan 1, 1955; Vaccine Type: COVID-19; Manufacturer: Moderna US, Inc.; Number of Doses in Series: 2 (highlighted with a red box); Date Administered: Mar 5, 2021; and Administered by Provider: Solutions Loc1.

Field	Value
Recipient	Test name1111
Date of Birth	Jan 1, 1955
Vaccine Type	COVID-19
Manufacturer	Moderna US, Inc.
Number of Doses in Series	2
Date Administered	Mar 5, 2021
Administered by Provider	Solutions Loc1

Audience

Healthcare
Provider

Healthcare
Location Manager





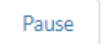
Tips

You may print the Proof of Vaccination for the recipient using your browser's print option if needed.

Appendix

Additional Notes

Key Items:

- **Hyperlinks** appear as light blue and will provide additional information or navigation.
- *** Asterisks** are used to denote required information.
-  A Toggle can be clicked to see selectable options.
-  A Pen can be clicked to make edits to the field.
-   Navigation Buttons can be clicked on to progress to the “next” or the “previous” step in a task.
-  A Pause button can be clicked if you wish to step away / and return to your form later. You will be prompted to review your previously entered data upon your return/ login.

Contact Information:

- All questions should be directed to the CVMS Help Desk Portal at https://ncgov.servicenowservices.com/csm_vaccine.

Supported Web Browsers:

- Please use the latest version of Chrome, Firefox, Safari, or Edge Chromium browsers to access CVMS.
- For more details on supported browsers, see https://help.salesforce.com/articleView?id=getstart_browsers_sfx.htm&type=5
- Note: Internet Explorer and Edge (non-Chromium) browsers are not supported.

User Guide Change Log

Version	Date of Change	Changes Made	Impacted Slides	Author
1	12/10/2020		ALL	Training Team
2	1/10/2021	Removed any mention of the 2 CVMS Help Desk emails. Added Service Now Portal information	1, 2, 12	Courtney Seward
3	1/14/2021	All screenshots have been updated with the correct branding	N/A	Courtney Seward
4	3/1/2021	Added information about SINGLE-DOSE vaccine products	10	Steve DiGangi
5	3/4/2021	Updated screenshots to correct branding (DOB & Middle name fields, vaccine group)	5, 8, 9, 10	Kaitlin Gates
6	3/15/2021	Added Middle name field	8, 9	Kaitlin Gates
7	4/15/2021	Updated Screenshots to display new fields on recipient tab (email, inactive) and today's appointments order on home page	5, 8	Kaitlin Gates
8	5/6/2021	Added Generate PDF button	9 -11	Steve DiGangi
9	5/16/2021	Added updated QR code to PDF	5, 9	Steve DiGangi